

# Improving Customer Service



Embracing technology to make all customer interactions the best they can be.

**Our customers are our top priority. Our pledge is to operate efficiently, effectively and with care. We're improving through smart spending, technology, assistance programs and listening to customer feedback.**

## STREAMLINED + EXPANDED ASSISTANCE

Customers struggling to pay can now use one application to find the best program for them. The new Tiered Assistance Program (TAP) also helps more people afford water.

## LISTENING TO CUSTOMERS

Regular customer surveys let you tell us how we can better respond to construction project impacts, whether our assistance programs are working, and where we need to improve.

## TECHNOLOGY INVESTMENTS

### Simplified Call Center Experience

To streamline your experience when reaching us, we merged the Water and Water Revenue call centers in 2017. You can now ask billing and service questions and make service requests by calling one number.



Tiered Assistance Program (TAP) Outreach

### Advanced Metering Infrastructure Initiative (AMI)



New technology citywide will provide you with real-time water use data and help detect leaks. This major initiative to update meters kicks off in 2018 and will also help us identify homes with lead service lines.

## BY THE NUMBERS

60,000

Households now eligible for more affordable water bills through our new assistance programs

3,884

Responses to 2016 and 2017 Customer Satisfaction surveys, done so we can improve service

150,000+

Customer service calls handled by our 24/7 hotline in the last fiscal year

486,000

Approximate number of meters that will provide customers with real-time water use data as AMI upgrade project kicks off in 2019